

ALEXANDRA SOLOMON

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Enthusiastic, results-oriented professional seeking opportunities in the technology industry.

Customer-focused, collaborative team player with strong communication and technical skills. Adaptable, intrinsically motivated problem solver with a passion for coupling creativity and research with strategic, data-driven results to positively influence the product lifecycle and give customers an excellent user experience.

PROFESSIONAL EXPERIENCE

PRODUCT SUPPORT SPECIALIST • BOARDABLE • INDIANAPOLIS, IN • 09/20 – PRESENT

- Work cross-functionally with Sales, Customer Success, Product Growth, & Engineering teams to create a seamless customer journey and meet company OKRs
- Conduct QA Testing for product improvements and iterations
- Promoted from Support Technician to Support Specialist within 90 days of tenure
- Write specialized Help Articles to assist customers in navigating the Boardable platform
- Thoroughly investigate, document, and manage product bugs and issues using Monday.com
- Document and categorize customer product feedback to identify trends and opportunities
- Provide empathetic technical assistance to Boardable customers via chat/email, videoconference, and phone

TALENT ACQUISITION COORDINATOR • TELAMON CORPORATION • CARMEL, IN • 10/19 – 09/20

- Created and implemented foundational processes to support high-volume, diversified hiring needs nationwide
- Partnered with IT Department to test and implement new electronic onboarding system company-wide
- Decreased time to fill by 19% within first 6 months of employment
- Developed data-driven reports and surveys to consistently improve our Talent Acquisition team's performance
- Distributed and utilized *Predictive Index* Behavioral Assessments to evaluate potential candidates for positions
- Designed various templates and training guides for Hiring Managers and HR team members
- Work closely with executive leadership and Hiring Managers to assess current and future hiring needs
- Responsible for overseeing complete recruiting lifecycle from job creation to new hire onboarding
- Monitored and updated contingent workforce population in Oracle HRIS system
- Conduct in-person and phone interviews to evaluate candidates

LEGAL TALENT COORDINATOR • FAEGRE BAKER DANIELS LLP • INDIANAPOLIS, IN • 07/18 – 10/19

- Developed several process efficiencies through implementation of creative ideas, collaboration and increased utilization of technological resources
- Onboarded & created orientation schedules for 76% of Associates firm-wide in 2019
- Supported lateral hiring needs for largest attorney practice group and two mid-sized groups
- Founded and co-lead monthly Wellness Book Club for Indianapolis operations professionals
- Responsible for facilitating full recruiting cycle for legal & consulting professionals
- Coordinate and manage the firm's second largest Summer Associate Program
- Review and screen law student application materials to assist Hiring Team with on-campus interviews
- Work with firm leadership to create targeted job descriptions to fill specific practice area needs
- Recognized by Directors for exceptional performance during manager's four-month leave

CORPORATE RECRUITER • ANGIE'S LIST / HOMEADVISOR • INDIANAPOLIS, IN • 02/18 – 07/18

- Created internal reporting tools implemented by all recruiting teams across company
- Recognized by SVP of Operations for meeting all Customer Care Dept headcount goals in FY18 Q1
- Responsible for meeting aggressive headcount goals in a high volume, fast-paced environment

- Individually hired 13 candidates in one week's time, exceeding company headcount goals for April 2018
- Attract top talent through internet recruiting & database sourcing
- Build and maintain relationships with local universities & businesses to promote company brands
- Develop relationships with hiring managers & current employees to provide HR-related assistance
- Conduct online, in-person, & phone interviews to evaluate applicants

EXECUTIVE ASSISTANT • ENTERPRISE HOLDINGS • INDIANAPOLIS, IN • 08/17 – 02/18

- Compile & analyze performance data for 800+ employees to assist executives with personnel management
- Created data mining tools in Excel that allows data-heavy files to be better utilized by Department Heads
- Achieved \$25,000 cost savings managing our United Way Campaign while increasing employee contributions \$10,000 YOY during first annual campaign as United Way Chairperson
- Collect, evaluate and delegate customer feedback data to upper management
- Achieved \$6,000 in cost savings in FY18 through proper asset management of company tablets
- Organize & help facilitate monthly and quarterly statewide special events for groups of 20-75
- Negotiate corporate rates and contracts through marketing & partnerships with outside vendors

HUMAN RESOURCES COORDINATOR • ENTERPRISE HOLDINGS • INDIANAPOLIS, IN • 06/15 – 10/17

- Partnered with marketing team to design a LinkedIn header photo, which was implemented company-wide
- Assisted HR Generalists with compliance matters, employee relations, & employee investigations
- Reduced application process time from 6 weeks to 4 weeks by streamlining hiring methods
- Through employee mentoring, achieved 100% conversion rate for female interns, surpassing FY16 Diversity goal
- Decreased job openings by 55% in the first six months and increased retention 5%
- Responsible for onboarding and employee file maintenance for all Indiana employees
- Awarded January 2016 Admin Employee of the Month

ASSISTANT BRANCH MANAGER • ENTERPRISE HOLDINGS • ANDERSON, IN • 11/13 – 6/15

DISNEY VACATION CLUB SALES INTERN • THE WALT DISNEY COMPANY • ORLANDO, FL • 06/13 – 10/13

EDUCATION & CERTIFICATIONS

BACHELOR'S DEGREE • BALL STATE UNIVERSITY • ENGLISH STUDIES (HONORS) • MAGNA CUM LAUDE • MAY 2013

WEB DEVELOPMENT PROGRAM • ELEVEN FIFTY ACADEMY (BOOTCAMP) • OCTOBER 2020

USER EXPERIENCE NANODEGREE • UDACITY • ANTICIPATED MARCH 2021

SEO ESSENTIALS CERTIFICATE • MOZ ACADEMY • MAY 2020

SHRM-CP CERTIFICATION • SOCIETY FOR HUMAN RESOURCE MANAGEMENT • MAY 2019

CERTIFIED JOYPOWERD HR LEADER • PURPLE INK LLC • MAY 2020

SKILLS

JAVASCRIPT • HTML/CSS • GITHUB • UX/UI DESIGN • MICROSOFT & GOOGLE SUITE • SEO • AGILE
MONDAY.COM • INTERCOM • DOCUSIGN • PREZI • PREDICTIVE INDEX SOFTWARE • ATS & HRIS SYSTEMS

VOLUNTEER & COMMUNITY INVOLVEMENT

- FreeCodeCamp Indy Classroom Volunteer (HTML/CSS/JS), 2020-2021
- Women & Hi Tech Member, 2020-2021
- IndySHRM College & Community Relations Committee Member, 2019-2020
- DNK Presents Backpacking & Rock Climbing Guide, 2017-2019
- Disney College Program & Disney Professional Internship Program Participant, 2011 & 2013